

"CBP has received the allegations, is reviewing them, and requests additional information from NBC News so we can conduct a thorough review of the facts. Investigations are limited by a lack of information such as names, dates, locations. However, all reports of misconduct are coordinated with the DHS Office of Inspector General (OIG) for independent review and assessment. Some allegations are retained by the OIG for investigation while others are referred back to the Joint Intake Center for assignment to the appropriate office for investigation, fact-finding, or immediate management action. If misconduct is substantiated, appropriate corrective action will be initiated. CBP is fully committed to earning the public trust through accountability and transparency within the law. To that end, CBP has posted guidance on its website to allow the public to easily file a complaint or provide feedback." <https://help.cbp.gov/app/home>